

MARKET SURVEY REPORT:

Attached is a draft copy of the Market survey report which will be finalized at the next Ed Council meeting in October, at which time I will give a formal overview of the findings.

Originally the survey was designed for two purposes: 1) determine customer satisfaction, and 2) determine non-member perceptions for appropriate communication/marketing of Network Nebraska. One of the things the Marketing task group will discuss is the ongoing role of the survey and how it can better serve in decision-making. We would appreciate the NNAGs comments and recommendations on the value of the survey and how the survey should be updated to meet future needs.

PARTICIPATION REPORT / SLA:

Attached is the latest copy of the SLA that I have. It has several comments or changes that the group should review and accept or modify as needed.

Another comment would be that Section 1: Agreement Overview says:

This original signed Agreement is automatically renewed each year on January 1, unless cancelled, with advanced written notification, by the Participant or the OCIO.

Consequently I think the dates on the heading should not include the year, but perhaps indicate the beginning date of service with the year entered when the OCIO and Participant engage in the agreement:

**Service Level Agreement (SLA)
Between
The Office of the Chief Information Officer,
State of Nebraska
d.b.a. Network Nebraska—Education
And
Network Nebraska—Education “Participant”
Beginning July 1, 20xx**

The SLA has appeared on the NNAG agenda since March 2012 with no action and in other committees for some time prior to that. Therefore, I think NNAG, as the advisory group to the OCIO, needs to --

1. Discuss whether or not the SLA is valuable to both the service providers (OCIO et al) and member/partners. (I say yes).

2. If it is determined to be of value, review and approve any changes/modifications.
3. Move to "approve" the use of the SLA document as soon as determined appropriate by the group, or identify other actions that need to be taken to make this document valid.
4. Communicate its recommendation(s) to the OCIO.

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